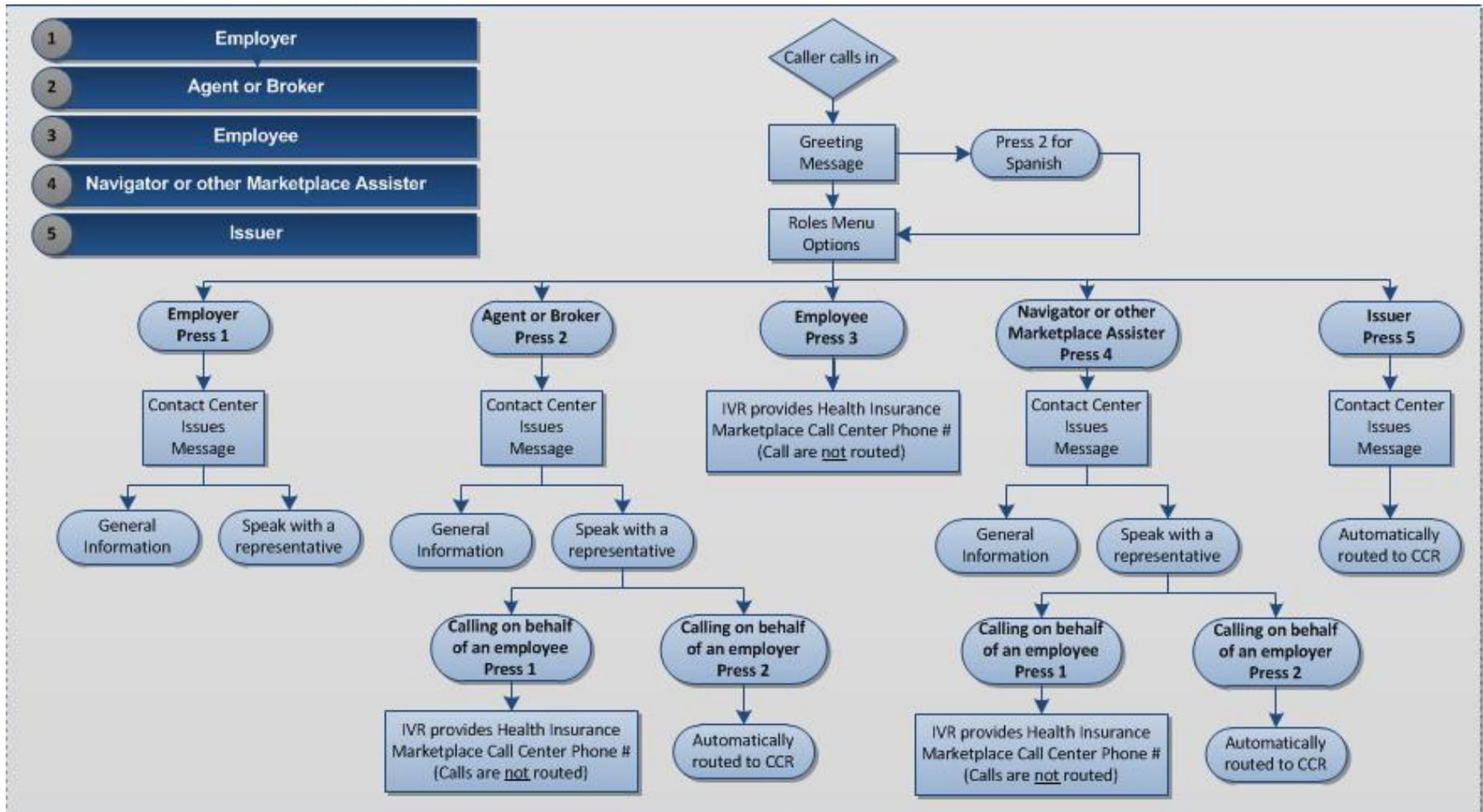


Overview of Small Business Health Options Program (SHOP) Marketplace Interactive Voice Response (IVR)

This diagram outlines the process flow of the Interactive Voice Response (IVR) system and lists the required identifying information users will need when calling the Health Insurance Marketplace for Small Employers.

Interactive Voice Response (IVR) Process Flow:



Pertinent Information required when calling the Health Insurance Marketplace for Small Employers:

Account/Assistance Function	Data Elements Required:
Password Reset	Username, Name, Email Address
Account Unlock	Username, Name, Email Address
Unknown Username	Name, Email Address
Application Assistance	Username, Name, Email Address Where Applicable: Last four digits of Social Security Number, Employer Identification Number, State of Application

Tips for Success

- The roles menu and subsequent menus can be navigated by using touch-tone on your telephone keypad.
- Have all pertinent information organized before you call

<u>Contact Information</u>	<u>Hours of Operation</u>
1-800-706-7893 – General Inquiries IVR	Monday – Friday
1-800-706-7915 – TTY	9:00am – 7:00pm EST